Service Level Standards

Des cription Mandard	Service Leve
Acid Wasie Removal	
Premise based removal (Recidential Frequenty)	No Service
Frentise based removal (Business Frequency) Bulls Ramoval (Frequency)	nio Service
Ransoval Bags provided(Yeshika)	tijo Serec n
Garden refute removal included (Yes/Ex)	tio Service
Street Cleaning Frequency in CBI2 Street Cleaning Frequency in street excluding CBID	No Serves
earest Ceaning Histoliums in series exceluing Call. Haw soon ate public stees desped after evenis (24haurs/Aëricurs/langer)	No Service
Gearing of lifegal dumping (24hours/48hours/fonger)	No Service
Recycling or environmentally friendly proctices (Yeshin)	Yes
Licenced landfa sac(Y sult to)	Yes
Water Service	No Servica
Value: Cualify Telmy (Bue/Dreinstrow nit2) drop) Is free water analohio to AFT (AConty to the indigent occusioners)	No Service
Frequency of maler roading? (per morts, per year)	No Service
Are externised consumption calculated on actual consumption over (two moral) sittinger probably	No Service
On average for how long does the municipality use orderates before revening back to actual readings? (months)	No Service
Duration (house) before evel lability of water to restored in cases of service intertuption (complete the sub-questions). One service connection affected (number of hours)	No Service
Lip to 5 service connection affected (number of hours)	No Service
Up to 20 service connection affected (number of hours)	tio Service
Feeder pipa larger than 800mm(sustain of historia)	No Service
What is the extension minimum selection, in your metalolipasty? Do you practice any environmental or source resource in stoccon sollwhise as part of your operations? (Yes/No)	No Service
Foliant foliations of take to section (and A state underso, (dake) because on bart as Aon observed to (assemble)	No Service
Do you have a cathodo protection systemin place that is operational at the stage? (Yes.# a)	No Service
Bactricky Service	
What is your electricity availability percentage on average par month?	fão Service
Do your municipality have a rilippie control in place that is apetational? (Yeshib) How much do you estimate is the cost caving in calazing the rippie do that eystian?	No Service
row makin do you estembre is the cost caving in cazang the repercolarises and What is the fraquency of materis being read? (per marsh, por year)	No Service
Are setimated consumption calculated at consumption over (livro inovitr's filtred intritt's Portypet perhod)	tio Serves
On average for how long does the stunic basity use as firmles before reverting back to actual readings? (months)	tio serves
Duration before evaluably of electricity is restored in cases of breakegos (introductely/one day/on a day-ongor)	No Service
Are accounts normally calculated on actual readings? (Yes/no)	No Service
(to you practice any environmental or scarce resource protoction astiration as part of your operations? (Yes/No) How long does a take to replace facey maters? (caye)	fio Serves
Do you have a plan to prevent Regal connections and prevention of electricity theft? (Yes/No)	tio Service
How offective is the action plan in criting the losses? (Goodflad)	No Service
have spon closes the wrunts locality provide a quotation to a customer upon a wisten request? [days]	tão Sanrice
How long does the municipality tales to provide electricaly service where exacting infrastructure can be used? (wiering days)	No Service No Service
Dow long does the municipality (also so provide electricity service for low voltage upons where received electrically lates to provide electricity service for low voltage upons where received electrically lates to provide electricity service for high voltage upons where network extension is not received? (working days)	No Service
TWO BUILD WAS THE CONTRACTOR SECURITIES AND ASSESSMENT OF THE LANGE OF THE PROPERTY OF THE PRO	
Bewernge Gervice	tts Sarrice
Are your purit calon system effective enough to purit water back in to the system offer puritication? To what extend do you subsidize your fudgors consuming?	Its Service
Hon long doubt take to restors werenge brookogas on average	Ne Serrice
Bevera averitim? (rous)	tro Servica
Say at blocked pipes: Large pipes? (Hours)	Na Senice
Servi er blacked pipes : Ernet pipes ? (Hours)	He Service
Spilingal clean-up? (tours) Replacement of mentione covers? (Heurs)	tic Service
Road infrast t ucture Gervicos Tambiakon ku upaki zi engle podhole on a wegot toda? (HK46)	No Service
Time taken to repair a single portiole on a minor read? (Houre)	No Service
Fine taken to repair a road following en open brench werefor crows sy? (House)	No Service
Place (lake) to report to estar aya? († barra)	No Service
"ropety valuations	
You long does it take on average from complation to the treat account busing 64 set? (One multilethree months or stoger)	No Service
Co you have any special rating properties? (Yes/I to)	No Sarvice
Financial Management .	
s there any change in the aduation of insultinal sectional western temperature over time? (Charless afforeass)	Decreases No
kre the financial statement outsources? (Yes/No) Kre there Connei adequal of bus have recoved teresticus in a fina and munecentet of documentation (sector in Yild Battings?	Yes
tow long does it take for an Tax/hvdca to be paid from the data it has been received?	Wilse 30 days
is there advance parening from BCM and knising at departmental plans quality and annualy including for the next two to library years procurement plans?	Yes
Administration	
Seaction time on enquiries and requests?	1 day
Tros fo respond to a verbal customer enquiry or request? (working days) Tros fo respond to a written sustomer enquiry or request? (working days)	1 day 5 days
tue to talabusa po en lieto e razousa, encimisto, (m. ougula graha). Luis po talabusa po en terrousa, euclinió, ou sediniesto, (m. ousual encimo.)	5 days
Milat parcentage of calls are not answerper? (6%,10% or more)	2%
form larg does it take to respond to vidau mails? (hours)	2 hours
Note the manicipality have donlind ever locked emperior? (Youth's)	HUA. Yes
siture a reduction in the humber of complaints or not? (YesAib) fow long does in take to open an account to a new pustemen? (1 day/2 days) a week or longer)	t day
low many limbs does SCA: Unit, CPCIs Unit and Eachnical and six to seview and seasons SC// process datays other than normal manify management meetings?	Westy
Community safety and Ricensing services	
tow long-does a lake to segistar a vehicle? (intimities)	No Service
tow long class if take to ennew a vertical in mose? (minutos) box long class if take to ennew a vertical in ennew? (minutos)	No Service
tow long does it take to it sue a dupécato registration certalicale votricie? (utinutos) low long does it lates to de-register a yehicie? (minutos)	No Service
tavi tang dalah 8 tatka to sensevi se chinera (centrale) (minutas)	tão Servica
that is the average reaction time of the fire sorvice to an increase? (mintAbs)	No Sarvice
Vigit is the everage reaction time of the ambulance service to an incident in this urban erea? (minutes)	No Service No Service
that a tre average reaction time of line arribulance service to an incident in the riard area? (mendios)	ton marked
conomic de valopment	
low many economic duvelopment projects does the treatchpety drive?	Hene
ow many economic development programme and eleminal to be called the investing all enabling development to useful bay according growth projects? And personlage of the progress have created sustainable job ecounty?	Following PACA proce
- management of the first and a second and second and second all the second all the second and second and second all the second and	Ho
ses the municipality have any incentive plans to place to create an conductive environment for economic davelopment? (Yes #4o)	NO
bes the municipality have any indentive plans in place to create an conducted environment for economic davelopment? (Yes (No)	
bes the municipally have any incomfive plants is place to create an coroductive enal content for economic development? (Yes #4b) their Bainton distributy and communication.	40

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Other Barrise delines y and communication in a laber mission package harded to the new revisioner? (Teathba) Does to managed by hard braining or information seeks are to element a community? (Yeathba) Are contamen beated in a professional and humanly manage? (Yeathba)